Certified Business Process Professional

CBPP® Examination Handbook

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1. Introduction

The Association of Business Process Management Professionals International (ABPMP) presents an associate level Business Process Management (BPM) practitioner certification: The Certified Business Process Professional (CBPP®). This certification can be earned by having at least 4 Years Process management, Process improvement, or Process transformation experience. You must have documented experience and qualifications and references.

The Certified Business Process Professional (CBPP®) program will evaluate an individual's knowledge and experience based on a rigorous examination and an assessment of work history and education. The certification program is designed to promote the various competencies and expertise across the disciplines of the business process management profession.

This document is intended as a study guide for the ABPMP CBPP® examination.

The examination is specifically designed to challenge your knowledge and ability to apply the BPM CBOK® concepts and techniques used to improve business operations and enable organizational transformation.

You will be required to describe in a narrative format that demonstrates your experience in the context of the knowledge areas of the BPM CBOK® version 4.0.

You will also be required to describe your BPM projects, what you did on those projects in terms of the situation and the business processes in focus and what you did to improve or transform the business processes.

It consists of 140 questions that are presented in a 3-hour online examination.

Active ABPMP membership is required for CBPP® recertification. Members who hold a 3-Year Certification Membership are not required to pay the recertification fee.



It is important to note that the CBPP® exam tests not only your knowledge of the BPM CBOK® as a reference guide but also tests your experience and application of the BPM CBOK knowledge areas.

A preliminary curriculum assessment is carried out to evaluate this experience. Candidates sometimes attach various supporting documents. However, these are not always in line with BPM experience and practice, which makes them useless. See section 3 below.

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2. How is the test administered?

The BPM CBOK® version 4.0 will be provided to those applying for the certification process. Questions will follow the topics outlined in the attached blueprint summary. Questions are randomly placed throughout the examination covering the concepts in the blueprint.

Computer-based testing is the standard method of administration for professional examinations. The allotted time to complete the computer-based examination is 3 hours. The time used to complete the survey is not included in the examination time.

3. What is the application process?

Candidates interested in CBPP® should contact at a first moment ABPMP Certification Staff for further details and access the application form for the process. Candidates will be required to meet the minimum qualifications outlined in this document. The completed application form will be reviewed initially by ABPMP Certification Staff. If everything is in accordance with the rules, successful applications will be forwarded after that to the Application form, which must be approved by the ABPMP CBPP® exam approvers, prior to scheduling the exam.

The approval process is initiated by the candidate by first completing the CBPP® Application form and submitting it along with a non-refundable application fee of USD $75.00. This one-time processing fee helps ABPMP International recover costs associated with the administration and verification of CBPP® applications. All applications will be audited in a statistically selected manner, and applicants may be required to provide additional proof of their qualifications before being approved to take the examination.

Candidates who meet all qualifying criteria and sign the ABPMP Code of Conduct will be approved to take the CBPP® examination and provided with specific instructions on how to pay for and register for the examination. At the time of this writing, the fee for the CBPP® examination is USD $650.00. A discount of USD $150 is available for current professional level members of ABPMP International. The examination fee is also non-refundable.

Candidates who do not pass the CBPP® exam on their first sitting will be eligible to retake the exam at a discounted rate after a waiting period of at least 30 days. Please contact the ABPMP International office for information on how to retake the examination should it be required.

After two unsuccessful attempts, the candidate will have to wait at least one year before being able to submit a new application. The purpose is to plan suitable preparation and get more experience for success.

4. How are the exam questions designed?

A team of experts (Certification Committee) developed a databank of test items based on the ABPMP CBOK®, industry knowledge and BPM best practices as represented in the blueprint. Test items are in the form of a stem and four possible answers. There is one best answer and three distracters. The choices will require the candidate to be well prepared and knowledgeable about the topic to choose the actual best answer.

CBPP® examination questions:

- Are developed and independently validated by global work groups of CBPP® credential holders
- Are monitored through psychometric analysis
- Are validated for the required passing score using results from a group of experienced professionals, practitioners in the field.
- Satisfy with the test specifications of the Certified Business Process Professional Examination Blueprint Document.

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5. Exam Blueprint Knowledge Areas

The examination blueprint specification details the percentage of questions contained in each knowledge area. The following represents the percentage of questions in each domain that are included in the examination.

BPM-CBOK® Chapter	Questions	Percentage (%)
1.0 Business Process Management 1.1 Business Process Principles 1.2 BPM Professionals	9	6%
2.0 Process Modeling 2.1 Process Modeling Standards 2.2 Process Modeling Notations	17	12%
3.0 Process Analysis 3.1 Process Analysis Methods 3.2 Process Analysis Techniques	14	10%
4.0 Process Design & Transformation 4.1 Process Design Principles 4.2 Process Transformation	15	11%
5.0 Process Performance Management 5.1 Effective Process Measures 5.2 Process Metrics	15	11%
6.0 Process Improvement 6.1 Degrees of Process Change 6.2 Process Design Methodologies	14	10%
7.0 Process Management Organization 7.1 Process Orientation 7.2 Organizational Change Management	17	12%
8.0 Enterprise Process Management 8.1 Enterprise Process Governance 8.2 Process Frameworks	19	13%
9.0 BPM Transformation & Technologies 9.1 BPM Transformation Architecture 9.2 BPM System Components 9.3 Business Process Rules	20	15%
Total Questions	**140**	**100%**

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6. Recertification Process

All CBPP® certification holders are required to complete 60 credits for professional development through Continuing Professional Education (CPE) or the equivalent (see below) every three years to maintain the currency and validity of their certification. Up to 18 CPE credits are automatically awarded if ABPMP membership is maintained during the certification period.

Failure to complete the required continuing professional education requirement in any recertification period will result in the suspension of the certification until a new examination has been successfully completed. If a new examination is not completed within one year, the certification will be revoked.

6.1 CPE Qualifying Activities

1 AIP - ABPMP International Participation - ALL CPEs in this category are entered by ABPMP staff in the member record. All (AIP) activities must be completed during the current 3-year certification cycle.

- ABPMP Membership (CPE types of credit per year of membership):
  - ABPMP Corporate and/or Professional Membership: 6 CPE credits per year
  - ABPMP Other Membership Levels (excluding Non-Members): 1 CPE credit per year
- ABPMP International Committee service: 2 CPE credits per committee per year of service *
- ABPMP International Leadership (CPE types of credit per year of service) *:
  - ABPMP BoD / International Leadership: 20 CPE credits per year
  - ABPMP Regional Director / Chapter President: 10 CPE credits per year
  - ABPMP Member of a Chapter / Committee Chair: 5 CPE credits per year
- Contributions to the BPM CBOK® development: 1 CPE credit for each contribution *
- Submitting questions for the CBPP® or CBPA® exam bank: 1 CPE credit for every 1 question accepted *

The appropriate ABPMP Board, committee, or chapter leader is responsible for submitting eligible activities for AIP credits.

2 ED - Education and Development Credits - All (ED) activities must be completed during the current 3-year certification cycle.

- ABPMP Monthly Webinar attendance: 1 CPE per webinar *
- Taking a course from an ABPMP Registered Training Provider (RTP): 1 CPE credit per classroom hour **
- Taking BPM-related university/college courses: 1 CPE credit per course credit hour **
- BPM-related Synchronous training: 1 CPE credit per contact hour **
- BPM-related Asynchronous Self-Study training: 1 CPE credit per study hour **

Live webinar attendee CPEs entered by ABPMP staff
Certificate, attendance verification, or other evidence of training completion must be attached in CPE entry

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3 TCD - Teaching and Curriculum Development - All (TCD) activities must be completed during the current 3-year certification cycle

- Teaching University/College courses: 10 CPE credits per unique course taught
- Presenting training classes and webinars: 1 CPE credit per contact hour
- ABPMP Public Presentations: BPM-related presentations at ABPMP conferences, events, webinars, etc.: 1 CPE credit per contact hour *
- Developing an RTP training or university class: 20 CPE credits per course title
- Developing a training class, webinar, or self-study program: 2 CPE credits per training hour

Relevant ABPMP BOD Member will submit info CPE admin

4 WP - Writing and Publications - All (WP) activities must be completed during the current 3-year certification cycle

- BPM-related Books: 30 CPE credits per title ***
- BPM-related Articles/Blogs/LinkedIn Article Posts: 3 CPE credits per publication ***
- BPM related Case studies/Analyses/White Papers: 5 CPE credits per publication ***

5 OPA - Other Professional Activities - All (OPA) activities must be completed during the current 3-year certification cycle.

- Professional Certification: 10 CPE for earning a related professional designation such as PMP, CBAP, CBA, CSA, CDMP, CBIP, CCP – does not include training program certificates ***
- Response to BPM questions posted on ABPMP International LinkedIn Group Discussion page: 1 CPE credit for each 2 questions answered ***

****Link, certificate, or other evidence of activity must be attached in CPE entry*

It's important to know:

Supporting Documents: For each CPE activity, members should attach relevant documentation (certificates, grade reports, transcripts, or other evidence, as noted in the CPE activities and requirements section).

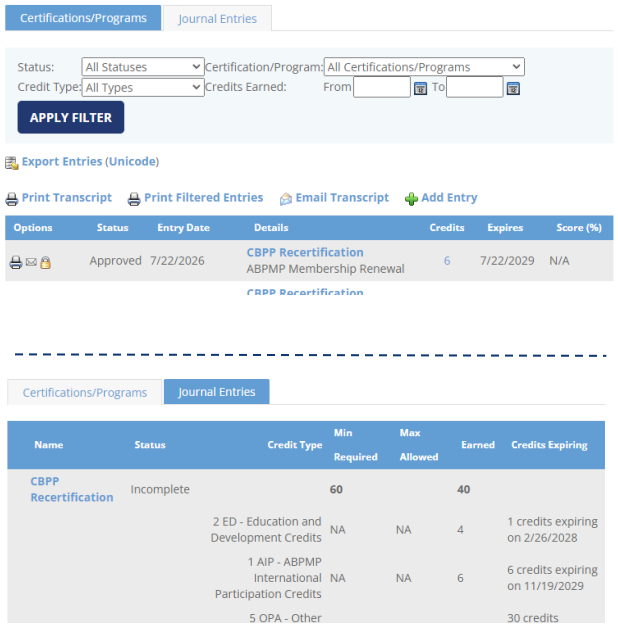
Approval: Member-submitted CPE journal entries are accepted into the journal upon submission. Recertification requests are reviewed to verify compliance with current certification requirements.

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6.2 Member Access to CPE Journal

All certified members are responsible for maintaining and updating their CPE journals throughout the certification period. The CPE journal is accessible from your member account on the ABPMP website. To access the journal:

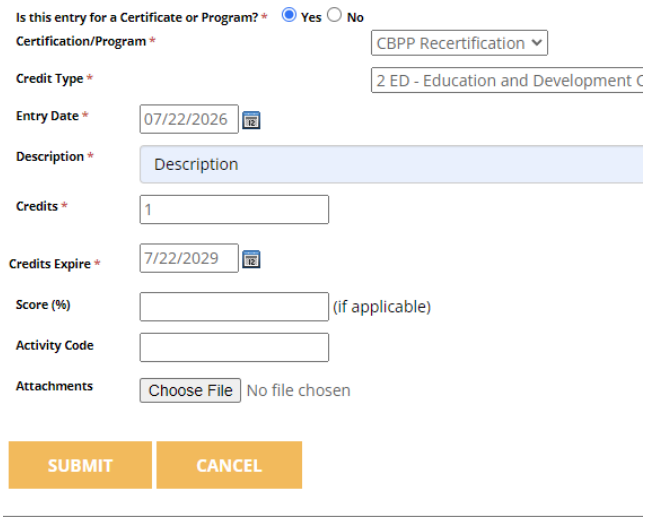
1. Go to abpmp.org and log in to your membership account
2. Click Manage Profile in the “My Profile” section
3. Scroll down to the Content and Features section
4. Click Professional Development
5. You will be taken to your CPE journal.
6. View all previous journal entries in the Journal Entries tab (pictured top right).
7. Click add entry to add a new CPE activity (more information below).
8. Click the Certifications/Programs tab to see a summary of your CPE activities and your progress. If you currently have enough active CPEs for recertification, the Status column will say complete (certification tab screen pictured bottom right)



6.3 Member CPE Journal Reporting and Documentation

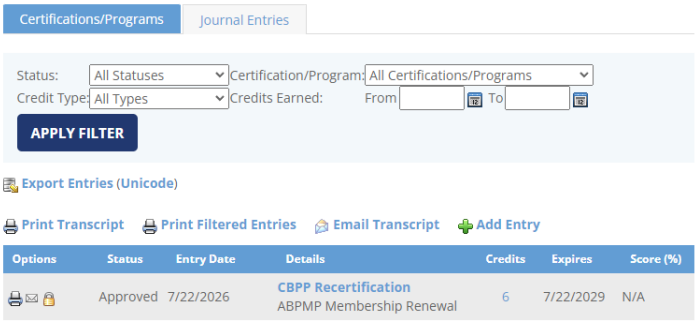
The CPE journal in the member portal serves as the primary documentation. Members should maintain it regularly and follow the CPE Qualifying Activity guidelines for all entries. **To add a CPE entry**:

1. Navigate to the Journal Entries tab in your CPE journal
2. Click Add Entry, and a pop up will appear
3. Select Your Certification Level (CBPP)
4. Select the appropriate CPE Credit Type for your entry
5. Enter a clear description of the activity being claimed for CPE credit
6. Enter the number of CPEs
7. Enter the Expiration Date as three years after the entry date
8. Leave the Score and Activity Code fields blank
9. Attach any relevant documentation or evidence
10. Click submit



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6.4 Reviewing Your CPE Transcript



Before submitting your recertification application, review your CPE transcript to ensure it accurately reflects your continuing professional education activities.

Members may generate a transcript at any time by selecting Print Transcript. The transcript includes only active, non-expired CPE activities. Entries marked with an asterisk were self-awarded; entries without an asterisk were entered by ABPMP staff.

Review your transcript periodically throughout your certification cycle to verify that your CPE journal is accurate and complete before submitting a recertification request. You will be required to print and attach your CPE transcript with your recertification submission.

Transcript

of continuing competency units earned by **testuser20 testuser20**

CBPP Recertification

Credit Type	Date Earned	Description	Credits
2 ED - Education and Development Credits	10/29/2024	Test Webinar Submission *(Approved)*	1
2 ED - Education and Development Credits	7/1/2025	Enterprise Automation Webinar *(Approved)*	2*
2 ED - Education and Development Credits	7/15/2026	ABPMP Educational Webinar | Between Modeling and Decision Developing a Flexible Simulation Tool for Analysing BPMN Processes in the Age of Data and AI *(Approved)*	1
5 OPA - Other Professional Activities Credits	7/22/2026	PMP Certification *(Approved)*	10*
1 AIP - ABPMP International Participation Credits	7/22/2026	ABPMP Membership Renewal *(Approved)*	6

Total Credits Earned:20

*Journal entry was self-awarded.

Total Credits Earned: 20

6.5 Submitting for Recertification

Once you have completed the required 60 CPE credits and confirmed your transcript is accurate, submit your recertification application through the ABPMP website before your certification expiration date.

As part of your application, generate a copy of your CPE transcript using the Print Transcript option and attach it to your recertification submission. The attached transcript serves as the official record of the CPE activities being submitted for recertification.

Supporting documentation uploaded with individual journal entries may be reviewed during the recertification process.

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7. Sample Examination Questions

Number of Questions	140 full exam / 20 sample test
Intent	The following are sample questions intended to give the reader an idea of the types of questions being asked on the CBPP® examination. They are intended as examples only and are not included in the actual examination. Careful study and knowledge of the BPM CBOK® is required to pass the exam. Please read the question and all answers, then chose the best possible answer from the options presented. Please answer all questions; there no penalty for wrong answers. Unanswered questions will be scored with zero points.
Additional Materials	This is a closed book examination. You are not allowed to use any additional material during the exam.
Length of Exam	180 Minutes
Length of Sample Test	25 Minutes

Date	Name	Last name	score

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Sample CBPP™ Exam Questions

001 What do business processes define?

A		The company's strategy
B		The efficiency of process execution
C	■	The end-to-end series of events for interacting with customers
D		Only the in-house services

---

002 BPM (Business Process Management) is…

A		A strategic technique
B		An approach for performance improvement
C	■	A management discipline
D		A tool for automating business processes

---

003 One of the most important BPM success factors is…

A		Selection of the right methods and tools
B	■	Clear responsibility for organizational hand-offs in the business processes
C		A group of external sponsors
D		A solid management organization

---

004 In process modeling it is beneficial if work-shop participants…

A		have comprehensive knowhow about financing issues
B		are informed about all IT-Systems the enterprise uses
C	■	represent the entire business process as cross-functional group
D		already developed a finished process module for their sector

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005 What is the job of the process owner?

A	■	Responsible for process design, process performance and development of the solution
B		Execution of project management for re-engineering
C		Development of the database design for the repository
D		Selection and procurement of BPM-tools

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006 When should effective Change Management steps start?

A		In the phase of the introduction of the process
B		After the BPM project
C	■	With the BPM project initiation
D		When problems occur during the implementation

---

007 Why is focused People & Change Management necessary in BPM?

A		To achieve quick wins faster
B	■	To anticipate the impact on stakeholders
C		To assure customers of success
D		To motivate the process team

---

008 A good process culture is characterized by …

A		A matrix organization
B		Clearly defined business units
C		The overall use of BPMS-suites
D	■	Stakeholder awareness of full end-to-end processes

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009

Business Process Management (BPM) is focused on …

A		The adoption of best practice from other enterprises
B		The continuous review and adoption of BPM technologies
C	■	the alignment of business processes and organization structures according to the organizations strategy
D		The analysis of single business processes

010

What is the primary purpose of the usage of process models?

A		Standardization of business processes
B		Preparation of training material for the launch of the processes
C	■	Analysis, documentation and design of business processes
D		A system for measurement of process cycle times

011

What is the goal of a process simulation?

A	■	Anticipate process behavior
B		Variation of parameters
C		Calculation of process variables
D		Production of a graphical process model

012

An important step in process design is …

A		The definition of the company's strategy
B		The development of a new process related compensation system
C	■	The development and definition of useful key performance indicators (KPI's)
D		The selection and deployment of external consultants

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013 What is the biggest benefit of using BPM-technologies?

A	■	The use of standards to support the whole BPM-lifecycle.
B		The usage of the technology provides a comprehensive document management
C		The graphical presentation for the automation of workflows
D		The possibility of programming in BPEL (Business Process Execution Language)

---

014 What is one of the primary purposes of process modeling?

A		Verbal description of the process features
B	■	Visual illustration of process features to ensure better communication
C		Presentation of the process-lifecycle
D		Creation of specifications for process simulation

---

015 Which role do business rules play in the execution of a processes?

A		Usually, they are not important in the execution of processes
B	■	They determine how activities shall be performed
C		They manage the interaction with the customer in automated processes
D		They always control only parallel processes

---

016 Which method for process implementation and introduction does NOT belong to BPM?

A		Six Sigma
B		Lean Management
C	■	Overhead Value Analysis
D		TQM

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017 How does Activity Based Costing improve business processes?

A		With reduction of the overhead and allocated costs (indirect costs)
B		With minimization of cycle times
C		With static methods
D	■	With the analysis of cost drivers and the minimization of activities that do not create value

---

018 Which is an essential success factor for process performance measurement and control?

	■	Involvement of stakeholders in the process improvement process
A		Use of a comprehensive BPM-Suite and BPMN
B		Integration of a simulation model in the process
C		Implementation of an incentive plan for the employees
D		

---

019 A frequent reason for the failure of BPM-Projects is…

A		There is not enough executive involvement
B		Too much training of the process owner
C		Comprehensive BPM-tools have not been used
D	■	The change management processes have not been managed properly

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020 On what are KPI's (Key Performance Indicators) based?

A		Process costs
B		Cycle costs
C		Number of involved employees
D	■	Strategy and business goals

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